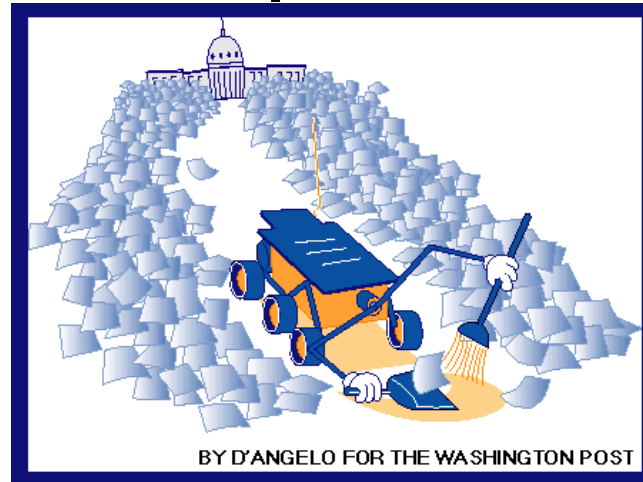
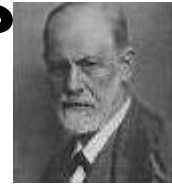




Complex Distributed Process Management Using Electronic Handbooks (Where Shakespeare Meets Freud)



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NASA/GSFC

Objective:

Support the paperless documentation and management of complex distributed processes.

Subprocesses - Mozilla {Build ID: 2004071408}

File Edit View Go Bookmarks Tools Window Help Debug QA

Back Forward Reload Stop <http://lincoln.gsfc.nasa.gov/intro/whatare/process.htm> Search Print

Home Bookmarks CNN Washington Post New York Times Scoreboards ESPN Horoscope Comcast ZDNet

Technologies

Product Realization Subprocesses																	
Integrated Problems-Solutions Database	Mission/Enterprise Formulation	Mission/Enterprise Approval	Solicitation Development	I Submission	I Review & Selection	I Negotiation & Award	I Administration	I Closeout	II Submission	II Review & Selection	II Negotiation & Award	II Administration	II Closeout	III Award	Commercialization & Post-Award	Mission/Enterprise Evaluation	Mission/Enterprise Closeout

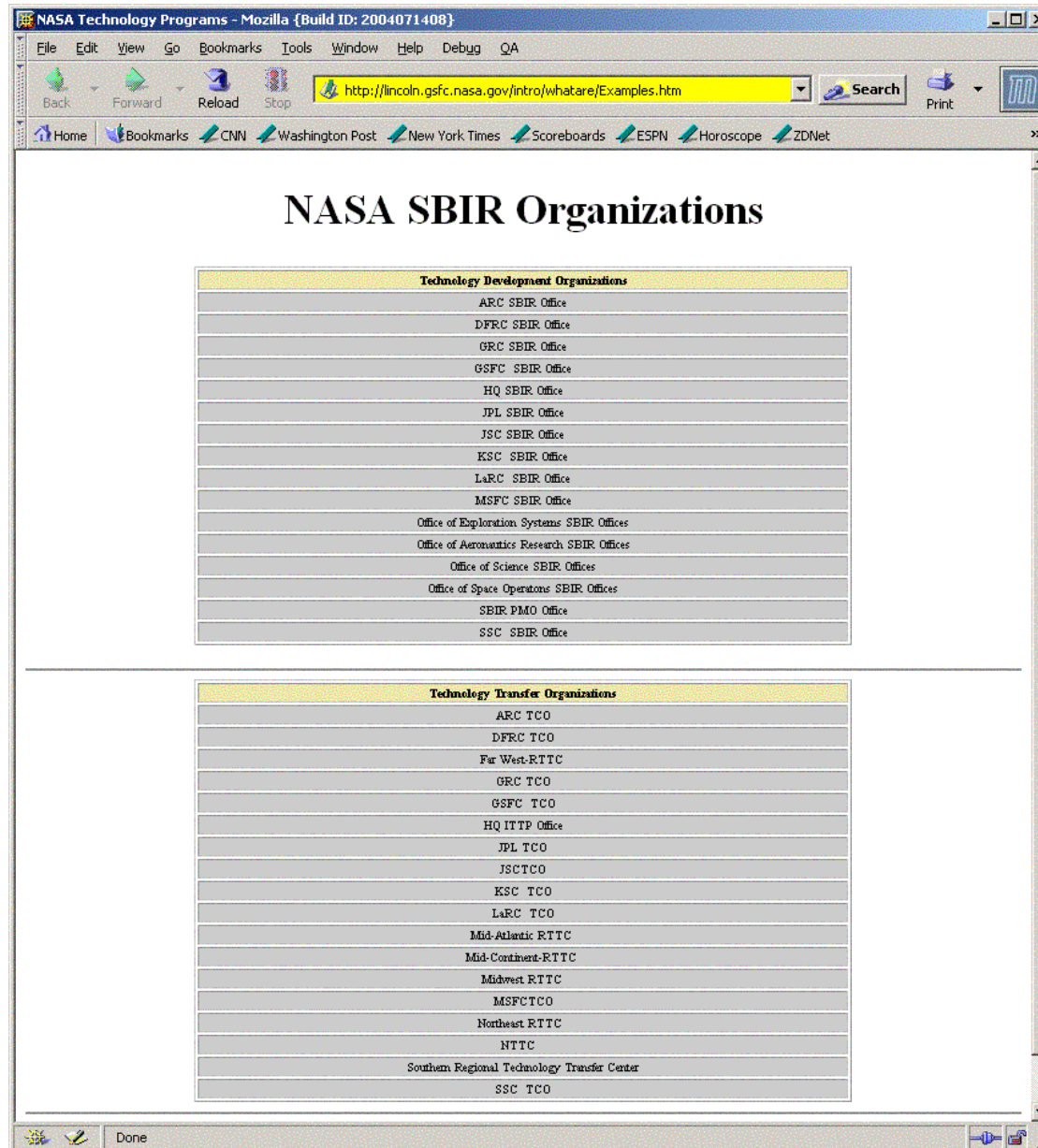
Product Distribution Subprocesses											
Integrated Problems-Solutions Database	Technology Transfer Facility Formulation	Technology Transfer Facility Approval	Technology Transfer Facility Guidelines Document Development	Problem Submission	Problem Review & Selection	Agreement Negotiation	Agreement Administration	Agreement Closeout	Post-Agreement Closeout	Technology Transfer Facility Evaluation	Technology Transfer Facility Closeout

Support Subprocesses									
Process Management	Survey Management	Computer Systems Development and Evolution	Computer Systems Operations and Network Administration	Customer Support/Help Desk	Education and Outreach Activities	Facilities Management	Security	Small Systems (Mac and PC) Support	Visualizations

Improvement Subprocesses		
ISO 9001: 2000	CMMI- Staged	CMMI- Continuous

Done

Community members provide different views of the subprocesses.



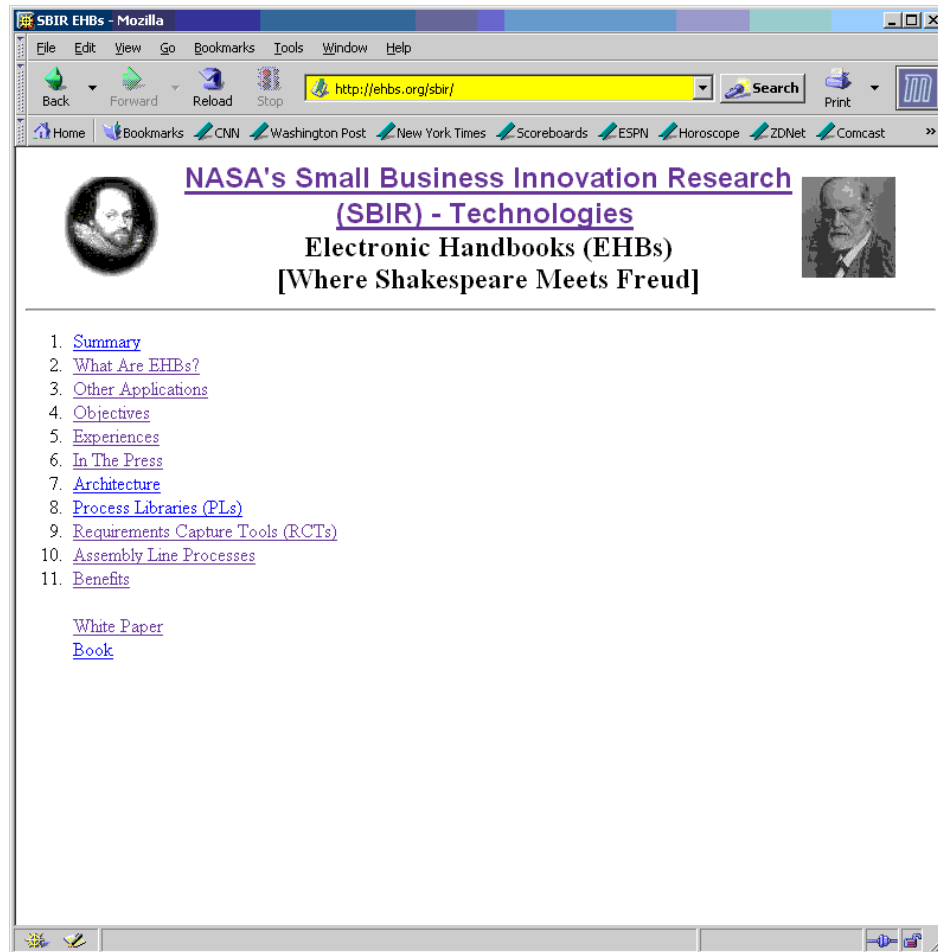


Electronic Handbooks (EHBs) is where Shakespeare meets Freud.



- Subprocesses are represented as "plays" where "actors" communicate thru the Internet. For each role, EHBs guide actors thru their parts. [Shakespearean]
- Subprocesses with multiple roles are also represented as "teams" having "multiple personalities". Subprocess "plays" provide communication vehicles. [Freudian]

Demonstration Tools (DTs) introduce the concepts to a community in their terms.



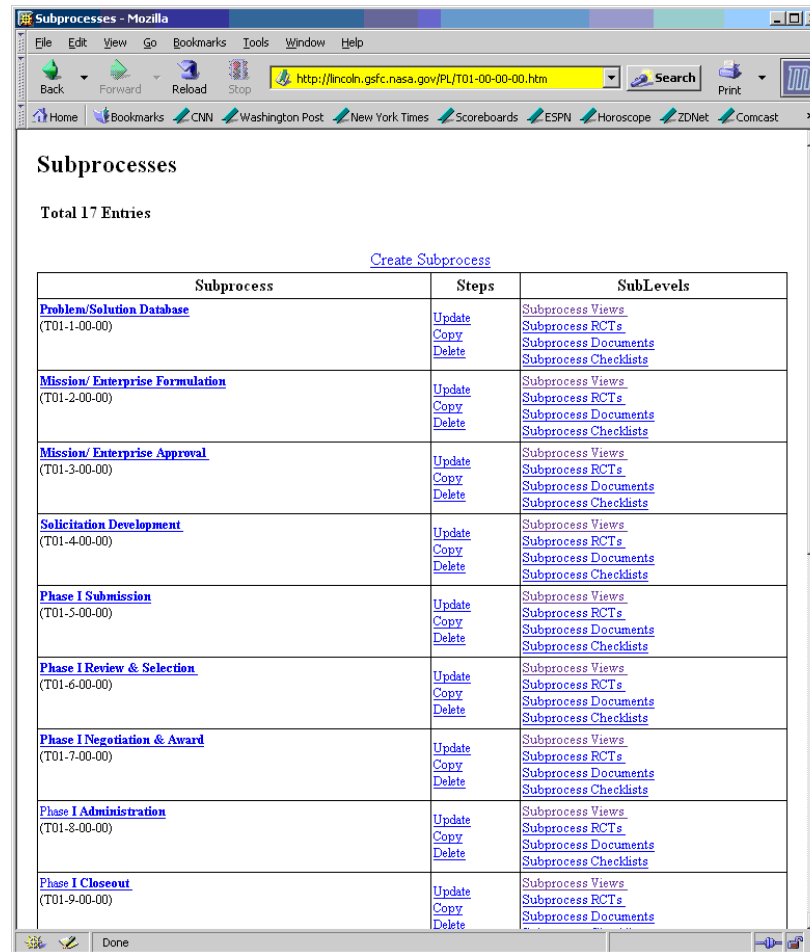
Process Libraries (PLs) organize documentation of complex distributed processes.

The screenshot shows a Mozilla browser window titled "NASA Technologies Process Libraries - Mozilla". The address bar displays "http://ehbs.org/sbir/PL/". The browser's menu bar includes File, Edit, View, Go, Bookmarks, Tools, Window, and Help. The toolbar contains buttons for Back, Forward, Reload, Stop, Search, and Print. Below the toolbar is a bookmarks bar with links to Home, Bookmarks, CNN, Washington Post, New York Times, Scoreboards, ESPN, Horoscope, ZDNet, Comcast, and TV Guide.

The main content area of the browser displays the "NASA SBIR/STTR Technologies Process Library" page. At the top, there is a link to "Catalogues". Below this, it states "Total 4 Entries". A link to "Create Classification" is also present. The main content is a table with three columns: "Classification", "Steps", and "SubLevels".

Classification	Steps	SubLevels
Product Realization Subprocesses (T4-00-00-00)	Update Copy Delete	Subprocess Types
Product Distribution Subprocesses (T7-00-00-00)	Update Copy Delete	Subprocess Types
Support Subprocesses (T5-00-00-00)	Update Copy Delete	Subprocess Types
Improvement Subprocesses (T6-00-00-00)	Update Copy Delete	Subprocess Types

Process Libraries (PLs) are organized by subprocesses.



Subprocesses - Mozilla

File Edit View Go Bookmarks Tools Window Help

Back Forward Reload Stop

http://lincoln.gsfc.nasa.gov/PL/T01-00-00-00.htm

Search Print

Home Bookmarks CNN Washington Post New York Times Scoreboards ESPN Horoscope ZDNet Comcast

Subprocesses

Total 17 Entries

[Create Subprocess](#)

Subprocess	Steps	SubLevels
Problem/Solution Database (T01-1-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents Subprocess Checklists
Mission/ Enterprise Formulation (T01-2-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents Subprocess Checklists
Mission/ Enterprise Approval (T01-3-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents Subprocess Checklists
Solicitation Development (T01-4-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents Subprocess Checklists
Phase I Submission (T01-5-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents Subprocess Checklists
Phase I Review & Selection (T01-6-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents Subprocess Checklists
Phase I Negotiation & Award (T01-7-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents Subprocess Checklists
Phase I Administration (T01-8-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents Subprocess Checklists
Phase I Closeout (T01-9-00-00)	Update Copy Delete	Subprocess Views Subprocess RCTs Subprocess Documents

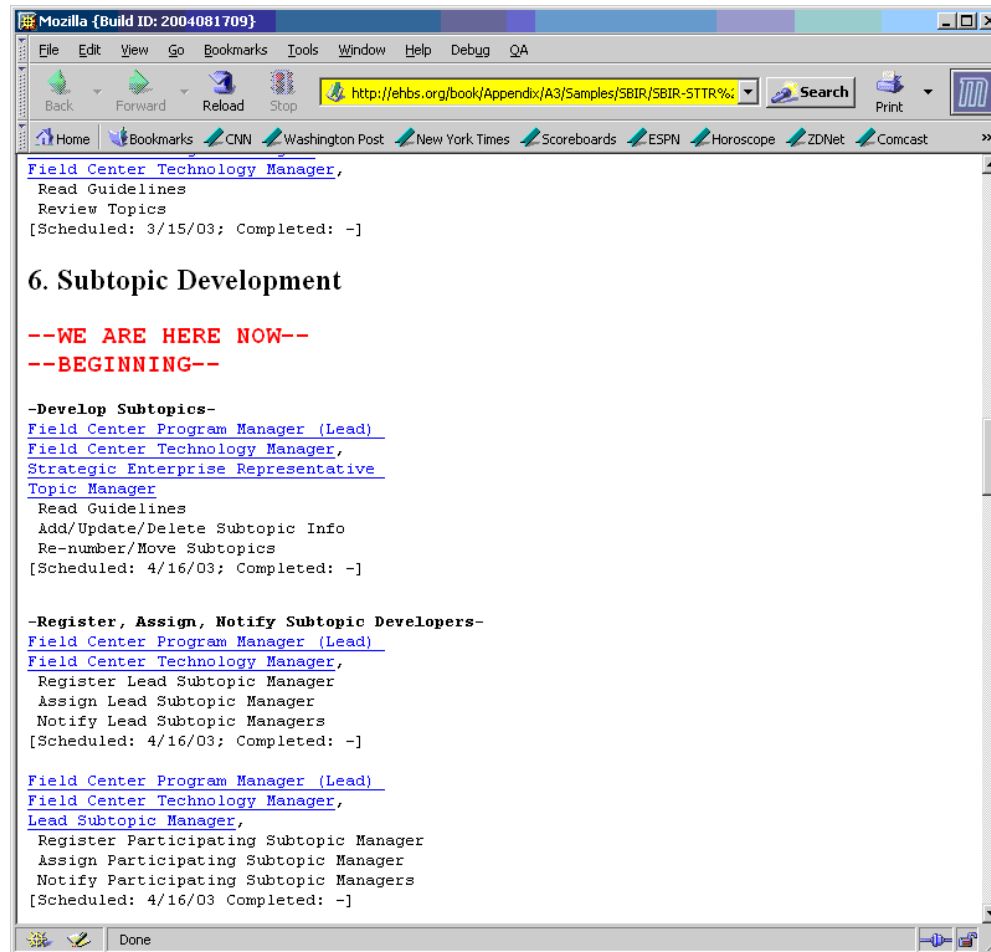
Done

Process Libraries (PLs) show how organizations view their subprocesses.

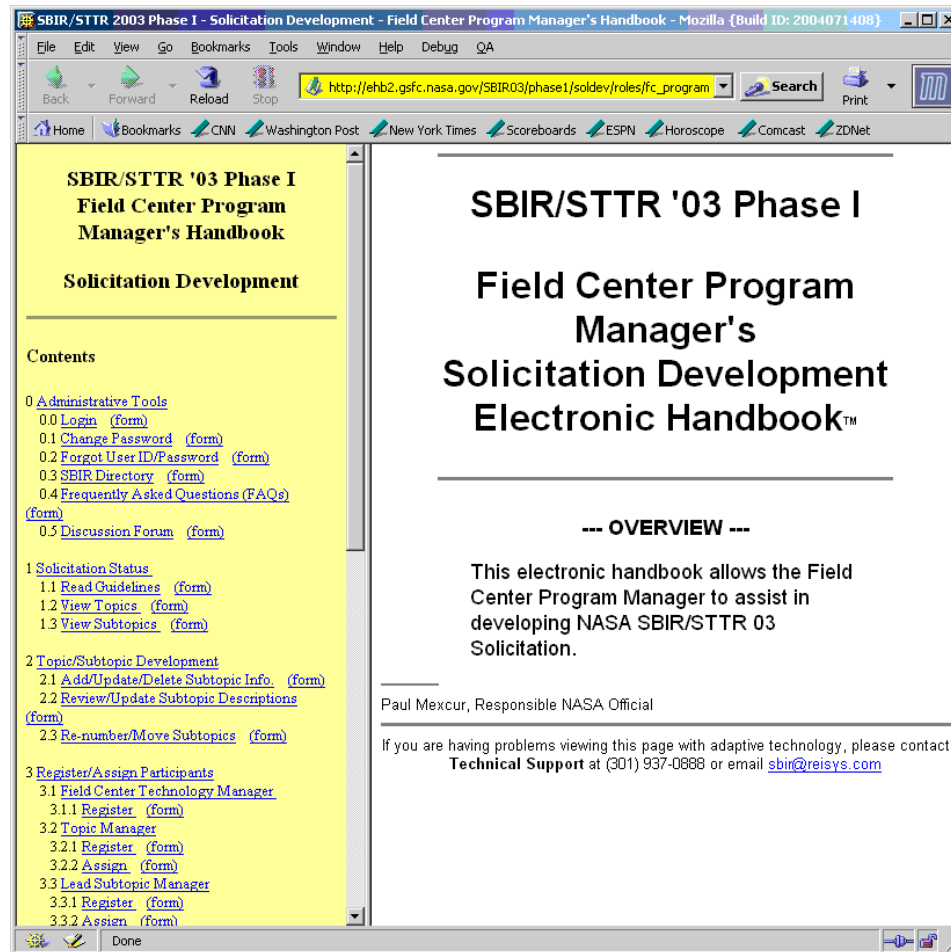
The screenshot shows a Mozilla browser window with the address bar displaying <http://ehbs.org/PL/views-ssoldev.htm?docType=View&comingFrom=sp&Title=Subprocess>. The page title is "Views". Below the title, it says "Total 11 Entries". The classification is "Product Realization Subprocesses (T4-00-00-00)" and the subprocess is "Solicitation Development (T4-1-00-00)". There is a "Create View" link. The main content is a table with two columns: "View" and "Steps". The table lists 11 entries, each with a link to the view and a set of links to update, copy, and delete the view.

View	Steps
ARC Lee, Geoff (geoff.lee@nasa.gov)	Update Copy Delete
DFRC Bogue, Rodney (rod.bogue@nasa.gov)	Update Copy Delete
GRC Kim, Walter S. (walter.s.kim@nasa.gov)	Update Copy Delete
GSFC Chern, Dr. E. James (Engmin.J.Chern@nasa.gov)	Update Copy Delete
HQ Ray, Carl G. (carl.g.ray@nasa.gov)	Update Copy Delete
JPL Schober, Wayne R. (Wayne.R.Schober@jpl.nasa.gov)	Update Copy Delete
JSC Krishen, Dr. Kumar (kumar.krishen-1@nasa.gov)	Update Copy Delete
KSC Griffin, Charles (chuck.griffin@nasa.gov)	Update Copy Delete
LaRC Yang, Robert (robert.l.yang@nasa.gov)	Update Copy Delete
MSFC Garrison, Virginia B. (Virginia.B.Garrison@nasa.gov)	Update Copy Delete
SSC Bryant, James R. (Ray.Bryant-1@nasa.gov)	Update Copy Delete

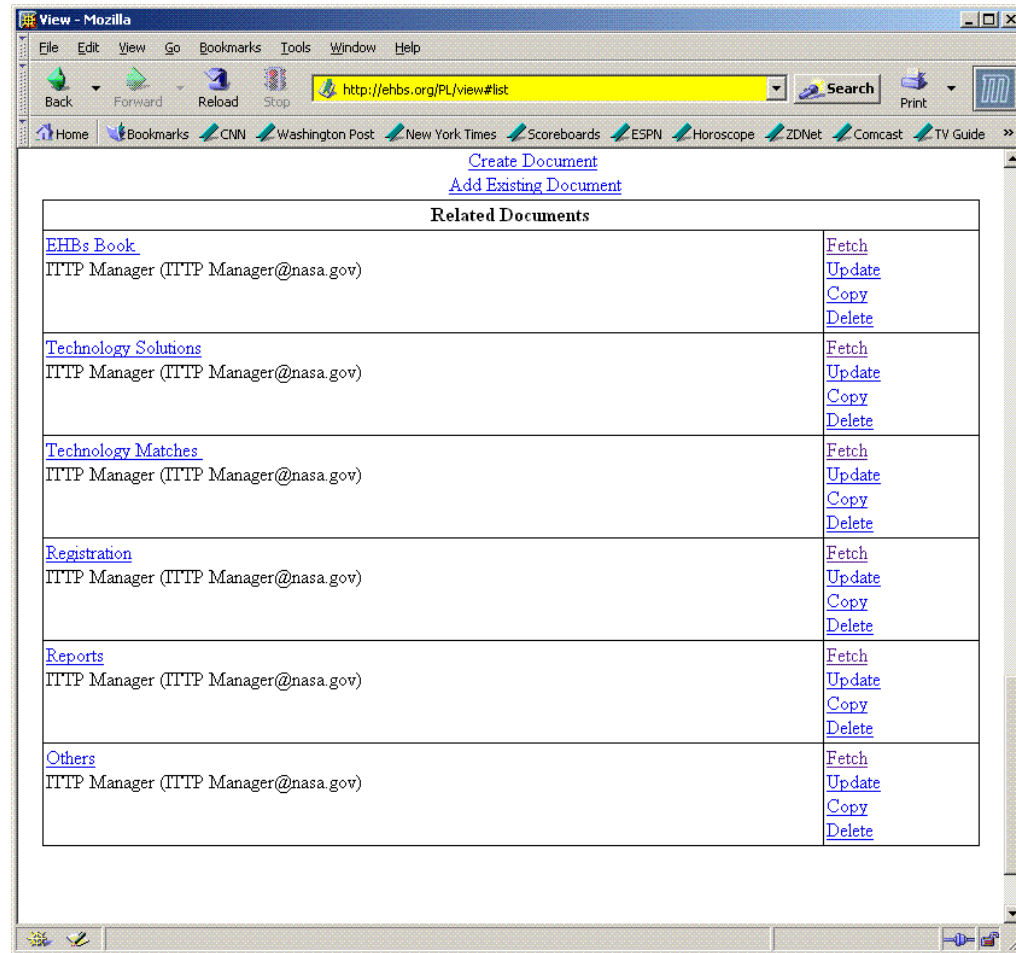
Play Tools (PTs) describe subprocess execution.



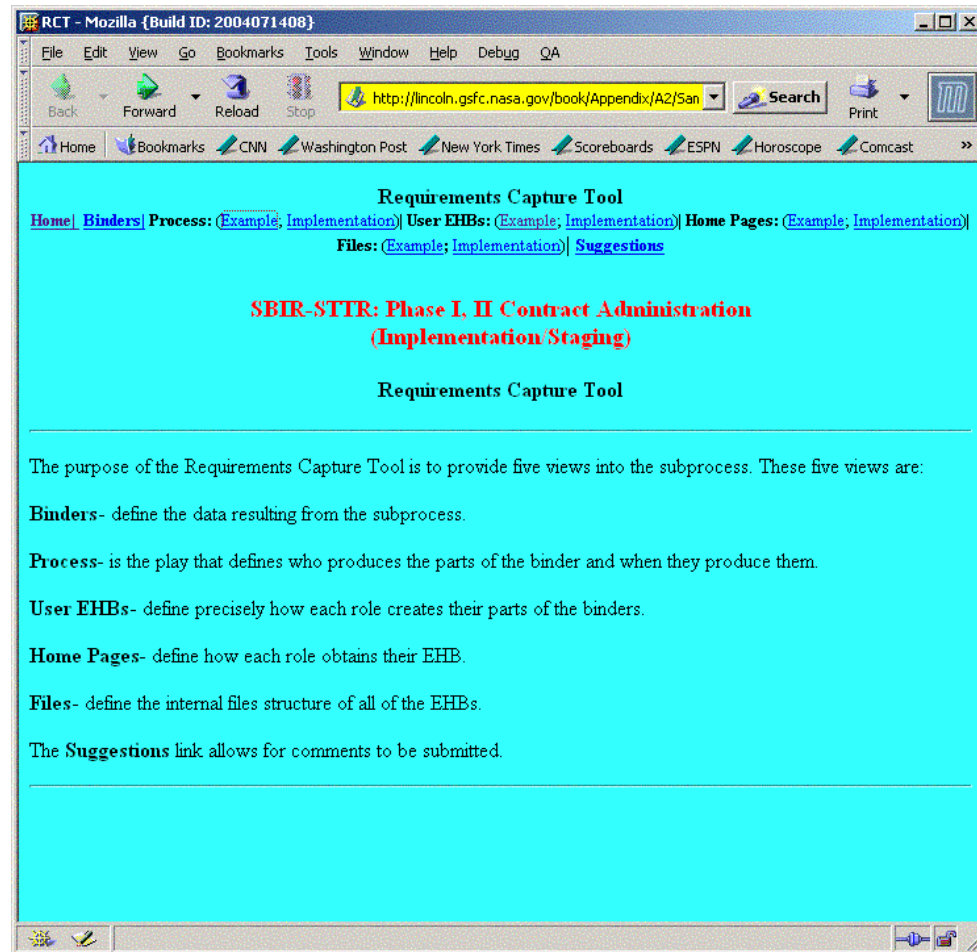
Electronic Handbooks (EHBs) facilitate the execution of subprocesses.



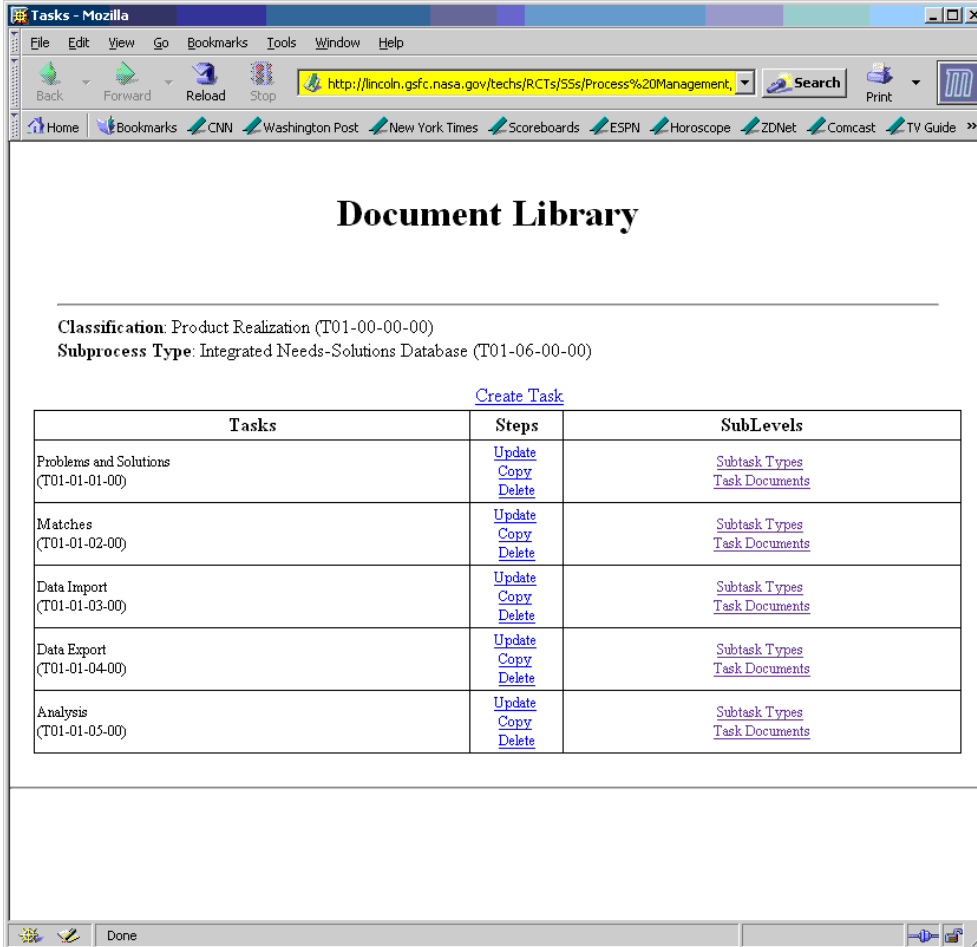
Document Lists (DLs) document subprocess components.



Requirements Capture Tools (RCTs) facilitate subprocess view integration.



Document Libraries (DLs) facilitate subprocess document integration.



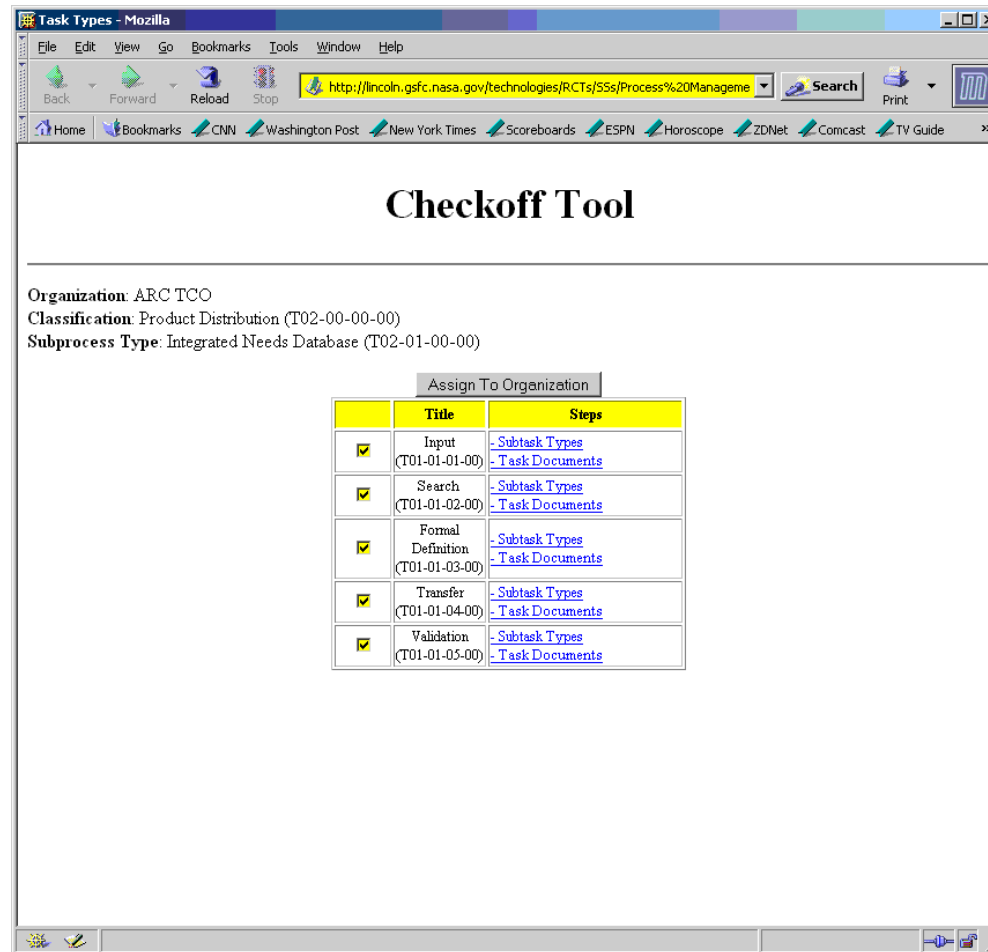
Document Library

Classification: Product Realization (T01-00-00-00)
Subprocess Type: Integrated Needs-Solutions Database (T01-06-00-00)

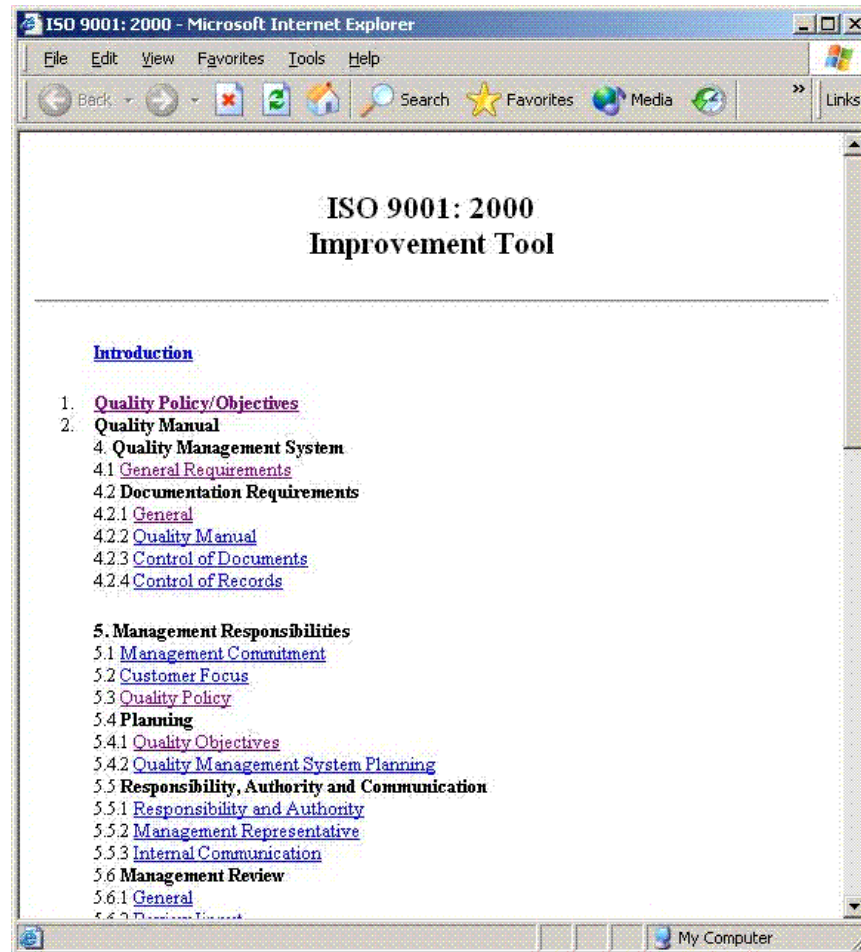
[Create Task](#)

Tasks	Steps	SubLevels
Problems and Solutions (T01-01-01-00)	Update Copy Delete	Subtask Types Task Documents
Matches (T01-01-02-00)	Update Copy Delete	Subtask Types Task Documents
Data Import (T01-01-03-00)	Update Copy Delete	Subtask Types Task Documents
Data Export (T01-01-04-00)	Update Copy Delete	Subtask Types Task Documents
Analysis (T01-01-05-00)	Update Copy Delete	Subtask Types Task Documents

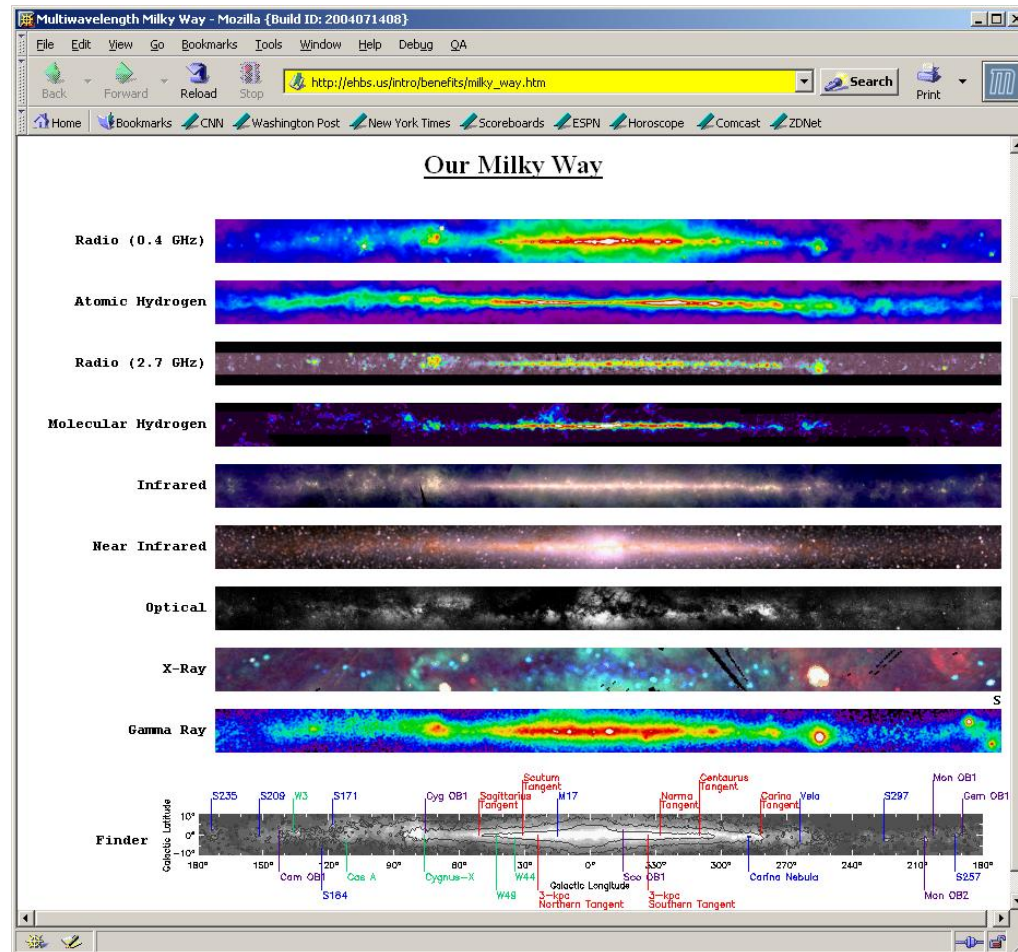
Checkoff Tools (CTs) allow organizations to tailor their subprocesses.



Improvement Tools (ITs) facilitate process improvement.



NASA believes that to truly understand one's universe, one must see it thru multiple "eyes".



For More Details

- Visit <http://ehbs.org/sbir> , or
- Contact:

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